

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)	ATTY. DOCKET NO. 4366-108	SERIAL NO. Not Yet Assigned
	APPLICANT FLOCKHART et al.	
	FILING DATE Herewith	GROUP ART

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.
/N.K./	AT	5,740,238	4/14/98	Flockhart et al.	379	221	
	AU	5,684,872	11/4/97	Flockhart et al.	379	266	
	AV	5,506,898	4/9/96	Costantini et al.	379	266	
	AW	Pub. No. US 2003/0177231	9/18/03	Flockhart et al.	709	225	3/12/02
	AX	Pub. No. US 2003/0152212	8/14/03	Burok et al.	379	265.02	2/5/03
	AY	Pub. No. US 2003/0123642	7/3/03	Alvarado et al.	379	266.01	1/3/02
	AZ	Pub. No. US 2002/0181892	12/5/02	Flockhart et al.	379	265.02	6/5/01
	BA	Pub. No. US 2002/0118816	8/29/02	Flockhart et al.	379	265.12	1/9/01

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
							YES	NO

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

/N.K./	BB	Avaya, Inc., Business Advocate Product Summary, available at http://www.avaya.com , downloaded on 2/15/03, Avaya, Inc. 2003
/N.K./	BC	Avaya, Inc., Business Advocate Options, available at http://www.avaya.com , downloaded on 2/15/03, Avaya, Inc., 2003
/N.K./	BD	Avaya, Inc., CentreVu Advocate, Release 9, User Guide, December 2000

EXAMINER	/Neil Kardos/	DATE CONSIDERED	03/21/2008
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.			